



## Alex – Lake Zurich

### **Front Office - Porter**

Campbell Gray Hotels is currently developing a very special boutique hotel on the shores of Lake Zurich ALEX, a 44-room property is due to open in Q3 2018 and will include an exceptional lakeside restaurant.

The Porter will possess an excellent sense of guest service, style and an understanding of the expectations of the guests at ALEX as well as the knowledge of Zurich and Switzerland. Under the direction of the Rooms Division Manager, within the limits of Campbell Gray Hotels policies and procedures, the Porter will greet and welcome guests appropriately and deal with guest luggage on arrival and departure, provide an efficient and friendly service to our guests in respect to general hotel security, ensure the guest arrival area and lobby is always meticulously clean and tidy at all times, assist the Front Office team with guest requests in order to ensure their comfort.

The Porter will ensure guest satisfaction by performing such duties as attending to guest requests and inquiries courteously and efficiently, follow-up on these and accept changes or additions in work

### Requirements:

Excellent interpersonal and communication skills, both in person and by telephone.

Must be fluent in English and German;

Ability to work cohesively with co-workers both within and outside of your department;

Ability to prioritize, organize and follow up, with attention to detail;

Able to work a flexible schedule;

Perfect Personal Presentation.

Proven prior experience (at least 3 years) in a similar position required as well as excellent written and spoken English and German. Interested and qualified candidates should send a detailed and updated copy of their Curriculum Vitae to [oliviergerber@alexlakezurich.com](mailto:oliviergerber@alexlakezurich.com)